

ARIZONA'S STATE PLAN ON AGING 2008-2010

Tan=AGing 2020
Green= DAAS staff activities
White = from community partner sessions
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Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services. For older Arizonans to fully participate in all aspects of community living, they and their families need access to information, resources, and services through a variety of venues. To this end, public and private organizations can play a leadership role in making it easier for older Arizonans to find and use the services and resources they need, no matter where in Arizona they may live.	
Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a variety of multi-media formats.	
	STRATEGIES
A	Develop One-Stop Resource Centers across the state to make it easier to access information on a variety of aging-related topics, issues, and services.
a.1	Create an assessment system via an inventory; surveys to identify services available and a barrier to services.
.	Establish an ADRC AZ links. (mult access points, 2-1-1)
a.3	Create a web-based service delivery and info capabilities and make sure that it is user friendly (Coordinate AZLINKS with AZ 211 call center)
a.4	Integrate AZ Secure into AZLINKS
a.5	Research Arizona Health-e Connection Roadmap with the Arizona Health-e Connection Steering Committee and the Division of Benefits and Medical Eligibility to determine its usefulness for implementation with Arizona Voluntary Agencies in more comprehensively serving the long-term self-sufficiency needs of refugees in Arizona.
a.6	Integrate behavioral health into AZLINKS
a.7	Prepare Kin Care and Respite networks for inclusion in AZLINKS – develop websites
a.8	Common marketing plan theme
a.9	Develop regional system starting with pilot in Maricopa and Mohave
a.10	Develop public education and outreach marketing materials
a.11	Integrate private pay long-term support options through AZLINKS
a.12	Work with agencies in providing resources to facilitate aging in place in the comfort of familiar surroundings.
a.13	Cross train providers and utilize case managers across agencies to assist seniors with processes for dealing with multiple agencies and services
a.14	Update & leverage State websites to display current resources for providers
B.	Utilize existing resources such as State Health Insurance Program and Benefits CheckUp to expand life choices and information on benefits program.
b.1	Educate providers including non-networks (doctors).
b.2	Increase capacity to serve beneficiaries utilizing technology and multi-cultural resources
b.2.1	Integrate SHIP services into AZLINKS
b.3	Develop regional coalition
b.4	Expand Fraud Coalition to include additional partners
b.5	Standardize SMP marketing material
b.6	Partner with local sites to expand the concept of benefits checkup to assist & increase the proportion of the population seeking benefits assistance through public awareness, education and promotion.
C	Provide leadership throughout the state on legal issues

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Objective 1.2: Facilitate an interagency approach towards a comprehensive system that allows older adults to remain as independent as possible.	
A.	Implement Ex Order 2007-01
a.1	Participate in statewide coalition to reduce pressure ulcers and restraints in nursing homes
a.2	Improve partnerships with APS and DHS Licensure
B.	Partner with DOT to increase transportation options for older people at the local level
b.1	Include transportation HCBS Healthcare
b.2	Participate in AZ Rides
C.	Pursue changes to AHCCCS eligibility to benefit low-income individuals in the workforce.
c.1	Pursue changes to exclude SCSEP wages.
c.2	Pursue changes to lift the age 65 limitation on "Freedom to Work" participation.
D.	Develop statewide Respite Coalition incorporating aging and disability community
E.	Partner with DOH to develop bonding for affordable housing and retrofit & rehabilitation senior housing.
F.	Partner with DOR to develop incentives to assist family caregivers to develop a mechanism to keep home evaluations taxation stable.
Objective 1.3: Increase access to health care and other social services for seniors of all socio-economic levels.	
A	Outreach of services for homebound special needs population.
a.1	Ethnic & cultural access issues.
B.	Promote development of consumer choices within aging services
C.	Expand service areas to include non-profit, faith-based agencies that serve children/youth that have been abused.
D.	Easy entry into support systems & services availability to facilitate receiving services by elder populations.
d.1	Work with agencies to increase the availability of the one stop shopping to make access easier to more programs that promote nutrition, wellness & behavioral health.

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Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population. The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.	
Objective 2.1: Provide culturally appropriate information to older adults and their families to promote a broad understanding of issues that arise as we age and how to address them.	
	STRATEGIES
A.	Develop culturally appropriate awareness campaigns to educate communities
a.1	Develop media resources, i.e., TV commercials, radio, maximize impact outreach to prevent incidents of elder abuse.
a.2	Develop culturally appropriate media resources for public education re: care giving and resources for caregivers
a.3	
a.4	Increase culturally and linguistically diverse services and activities offering refugee intergenerational communities as models
	Promote cultural events related to various older refugees
B.	Increase the cultural and linguistic competency of aging services provided statewide.
b.1	Provide cultural profile information to service providers unfamiliar with refugees
C.	Collaborate with experts in the field to develop and provide training opportunities for professionals and others who have contact with older and vulnerable adults.
D.	Promote awareness and provide education on the varying phases of aging to address the phases.
E.	APS/ISS/CPS – Refugee Resettlement. Coordination to assist repatriates to settle back in the US
G.	Promote education on retirement planning.
H.	Expand efforts to educate individuals about life care planning options and end-of-life options.
Objective 2.2: Promote gerontological studies in all disciplines to address aging issues through a multidisciplinary approach.	
A.	Identify/adapt curricula related to aging that can be applied to all disciplines.
Objective 2.3 Educate and prepare the public and private sectors about the value and needs of older Arizonans.	
A	Health promotion, education outreach,
B.	Partner with H.R. of organizations providing tools.
b.1	Reach-out to corporate HR departments to incorporate caregiver resources including training support groups and respite
C.	Increase outreach – specific to Medicare preventative services and Part D
D.	Expand on development of preventive awareness & education programs & services for adults.
E.	Educate community, resources, business providers and private business provider networks about the growing health needs of the elderly.
F.	Promote aging friendly business to serve older adults through chamber of commerce & BBB.

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GOAL 3: Increase the ability of older adults to remain active, healthy and living independently in their communities.

Arizona has the most to gain in promoting healthy and active living for its residents, regardless of age. With greater longevity and increasing population growth, Arizona's economy can continue to prosper or be hindered due to ever-increasing health care costs due to poor health and chronic disease. Health promotion and disease prevention are just two strategies that can help us define Arizona's future.

STRATEGIES

Objective 3.1: Promote healthy lifestyles, resulting in less long-term illness and reduced mortality from preventable and chronic diseases.

A.	Promote independence through the availability and accessibility of non-medical home and community based services.
a.1	Collaborate with RSA to improve access to and delivery of assistive device services.
B.	Create partnerships with community resources to deliver the most appropriate age specific wellness programs designed to assure active life styles and independency.
b.1	Research existing resources for dental and oral health.
C.	Facilitate coordination of health promotion and disease prevention programs statewide.
c.1	Work with AAAs and ADHS to develop training programs that are evidence-based appropriate to expand the efficiency of existing community programs
c.2	Expand health promotion/education opportunities by bringing public health and aging networks together.(HACN)
c.2.a	Collaborate with DHS to address behavioral health and suicide prevention.
D.	Utilize research and monitor trends that facilitate outcomes to enhance program development.
d.1	Utilizing research data and trends resulting in measurable outcomes.

Objective 3.2: Support aging services and programs that promote independence and self determination of choices for older adults.

A.	Partner with the community to develop and promote inter-generational communities.
B.	Conduct an inventory of wellness programs and resources within local communities in partnership w/AAA's to identify local entities that conduct health & wellness programs
b.1	Investigate the viability and appropriateness of Active Options
b.2	Increase accessibility to physical activity programs for elder adults
b.3	Develop programs, applications and approaches to close the gap between needs of the chronically ill and the resources available to support community and self management.
b.4	Distribute appropriate resources and utilize services to promote the AAA's efforts to promote health lifestyles.

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C.	Identify environmental factors that impact the older populations ability to remain healthy and independent and increase awareness in the elder populations.
D.	Decrease isolation of elders.
E.	Promote visitation programs to the homebound.
F.	Increase access of the family caregiver support services.
f.1	Increase needed supports through community partnerships, maximization of local resources, and expanded availability of caregivers.
G.	Increase the number of eligible older adults receiving food stamps.
H.	Integrate the principles of self determination,into models of care for case managers to promote putting decisions in the hands of the consumers & families.
I.	Collaborate with RSA to improve access to and delivery of home repair services.

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Goal 4: Increase the safety and well-being of older Arizonans.	
Safety in our communities is important for ensuring both the health and financial well-being of older adults. With increasing numbers of older adults living in their homes and living alone, maintaining safe communities will need more attention and take new strategies.	
Objective 4.1: Promote new and existing strategies to improve community safety for older adults.	
	STRATEGIES
A.	Initiate an education campaign to prevent elder abuse and heighten awareness to recognize the signs of elder abuse.
a.1	work with different agencies including AAAs, AARP to develop strategies for educating elders about safety issues.
a.2	Increase public awareness to promote prevention of abuse, neglect and exploitation of vulnerable adults
a.3	Increase and improve statewide training for stakeholders
a.4	Increase assurances among seniors regarding the credibility of providers entering their homes.
a.5	Training of elders on recognizing rights & community resources to report Abuse, neglect, exploitation
a.6	Educate providers on integrating elder abuse information into new arrival orientations for older refugee clients
B.	Build a continuum of accessible services to meet victim's service needs.
C.	Work with local, county and private partners to identify existing problems and resources.
c.1	APS and AAA Coordinating services(Enhance Adult Protective Services and Non-Medical Home and Community Based Services to meet the needs of the growing aging population)
c.2	APS and Alzheimer's: Pilot Safe Return Program – Wanderer's, to identify shelters after hours
c.2.1	Have a physical environment to accommodate the safety of the older person.
c.3	APS/DDD/CPS: Disaster planning – coordinate w/ first responders
c.4	APS/AzProbation Offices: Coordination to address removal of perpetrators if they are on probation
D.	Coordinate fraud information with APS and AHCCCS (Fraud Unit data)
E.	Work to promote the expansion of the Gateopener Program statewide.
F.	Work with cities, counties, & state agencies to promote safety issues impacting elders, I.e., streetlights, construction sites, safety codes.
f.1	Inventory existing programs that affect the safety of older Arizonans; I.e., fire, fall, traffic, crime, home invasion.
G.	Work with DHS and GACA to develop falls prevention screening tool
H.	Partner with each Regional LTC Ombudsman to develop visitation schedule of assisted living facilities within their regions. (refer to 1.2)

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Objective 4.2: Reduce incidents of elder mistreatment.	
A.	Provide Adult Protective Service investigators with continuous professional training to improve responsiveness and timeliness of Adult Protective Service investigations.
B.	Provide Adult Protective Service investigators with continuous professional training to improve quality and response to reports of incapacitated and vulnerable adults who are victims of abuse, neglect, and exploitation.
C.	Cooperate with law enforcement agencies and prosecutors' offices to effectively carry out prosecution of perpetrators of abuse, neglect, and exploitation.
c.1	Increase prosecution of perpetrators of crimes against the elderly.
c.1.1	Develop tracking of referrals for prosecution
c.1.2	Strengthen County Attorney's ability to prosecute crimes against the elderly.
c.2	Participate in regional and single county task forces to investigate & prosecute elder abuse.
D.	Expand and enhance APS and victim services
d.1	Hire additional staff
d.2	HB2558: Appeal Process for perpetrators and Central Registry
d.3	Improving partnership with Ombudsman
d.4	Develop Exploitation Unit
E.	Promote respite to mitigate abuse by caregiver
F.	Establish participation with AG statewide Task Force (Elder Abuse)
Objective 4.3: To develop an emergency preparation plan to address needs of "at risk" vulnerable adults requiring emergency evacuation.	
A.	SCAN: State Client Assistance Network (emerg prep)
B.	Identify at-risk requiring emergency evacuation
C.	APS/DHS,Ombudsman; Coordination in the closure of facilities

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Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.	
With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.	
Objective 5.1: Provide support for families in their efforts to care for their loved ones at home and in the community.	
	STRATEGIES
A.	Expand and enhance home and community based services (e.g. transitional living assistance).
a.1	Develop and implement a consumer-directed care model
a.2	Capitalize on the cultural & linguistic experience of older refugees
B.	Facilitate and support caregiver education and ongoing access to useful caregiver resources.
b.1	Collaborate with experts in the field to develop and provide training opportunities for employees. (DCW curriculum)
b.2	Have a community campaign focused on the value of family caregiving and direct care workers.
C.	Expand and enhance Family Caregiver Support Program.
c.1	Provide on-going training to staff to effectively serve the family unit. (i.e., aging sensitivity training for kinship care service recipients).
Objective 5.2: Promote a stable and competent workforce sufficient to meet the growing care needs in Arizona.	
A.	Work with local long term care, in-home service providers, and other existing groups to provide training & assistance to caregivers.
a.1.	Implement standardized curriculum for Direct Care Workforce
a.2	Evaluate delivery model of the standardized curriculum for direct care workers
a.3	Explore utilization of WIA training dollars and WIA programs
a.4	Work with advocacy groups to create innovative incentive programs for direct caregivers.
B.	Provide creative incentives to those providing direct care to the elderly.
b.1.	Advocate for the development of incentives for families to care for family members.
b.2.	Coordinating with DHS and AHCCCS to provide incentives within contracts to implement the curriculum
C.	Implement applicable recommendations from Citizens Workgroup for Direct Care Workforce
D.	Establish a code of ethics for those supplying services
E.	Develop training materials for regional system staff on services and programs
e.1	Chronic Disease Self-Management Program (CDSMP) master trainer - Evidence –Based Programs (EBHP)
e.2	Emergency Mgmt Training to strengthen capacity of AAAs to maintain business continuity
e.3	Increase training opportunities to AAAs and their staff/providers
e.4	Certification of all counselors with AIRS

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Objective 5.3: Promote a coordinated workforce development approach between public and private entities to benefit from the capabilities and experience of a mature workforce.

A.	DAAS will coordinate with the Mature Workforce Committee to develop a public awareness campaign for employers/local employment agencies on utilization of mature workers.
B.	Improve and enhance the SCSEP
b.1.	Strengthen the relationships between SCSEP and WIA One stops
b.2.	Create statewide MW resources in One Stops (replicate MWC model)
b.3.	Strengthen collaborative efforts of Rocky Mountain Coalition
b.4.	Strengthen partnerships within DES programs to increase host agency opportunities
b.5.	Establish partnerships with training providers for SCSEP participant training
b.6.	Develop GIS mapping project for recruitment
C.	Coordinate with the Mature Workforce Committee to implement the Mature Workforce Resource web portal
D.	Provide leadership to statewide workforce development efforts for older adults.
E.	Increase employment opportunities with a living wage and training opportunities for older Arizonans.

Objective 5.4: Influence human resource policies that balance the needs of employers with the changing needs of an aging workforce.

A.	Promote flexible working conditions for employees with child and elder care issues, and better use of succession planning techniques such as mentoring, phased retirement, and employment flexibility.
a.1	Promote the development of a succession management program.
a.2	Provide workshops to employers on how to assist employees who are family caregivers.
a.3	Develop an educational plan to address the varying phases of retirement for employers.
B.	Promote the increase in the retention rate of older employees.

Objective 5.5: Support older Arizonans' efforts to remain engaged in the workforce and civic engagement activities

A.	Provide technical assistance (resource identification) to the mature worker network.
a.1.	Research best practices (nationally) regarding mature workforce issues.
B.	Promote employment opportunities for mature workers.
C.	Increase FGP participation in existing volunteer sites
D.	Explore expanding Senior Companion to complement HCBS
E.	Provide resources, services and program development to promote the use of senior volunteers to support seniors.
e.1	Increase Ombudsman and SHIP volunteer recruitment
e.2	Develop partnerships within the DES programs to increase volunteer service years (VSYs) - improve referral
e.3	Revision of marketing material to increase recruitment of volunteers

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Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner.

Every aspect of living in Arizona may be affected by the future changes in our increasing and changing population. Housing, transportation, health care, education and other state-supported services will take shape based on the needs of our diverse population. The ability of the State to adapt to change, incorporate the use of new technology, form public-private partnerships to create and expand services to reach all corners of the state will be some of the challenges and opportunities that face Arizona as we grow.

Objective 6.1: Develop programs and approaches to close the gaps in the state's current aging services infrastructure and delivery system especially to underserved areas.

STRATEGIES	
A.	Build a system of services and programs that are accessible, practical, user-friendly, and culturally competent through partnerships.
a.1	Partner with communities to develop locally driven services and programs to meet the needs of the aging populations.
a.1.1	Develop marketing tools, communication tools, through Community Development Family Leadership Team
a1.2	Build collaborations that will increase accessible, safe and affordable housing options for seniors.
a1.3	Further development of Kin Care services toward grandparents under 60 (outside OAA)
a1.4	Assess regulations that impede the ability to provide home care services in rural communities.
a.1.5	Promote incentives for partnerships for development of home care providers/medical facilities/personnel in rural communities.
a.2	Staff RRP with professionals experienced in refugee resettlement capable of addressing systemic issues related to the growing older refugee s. Start: 2008
B.	Development of FCSP core services to assure statewide/provider development
C.	Incorporate new federal Lifespan Care Respite Act into FCSP
Objective 6.2: Create working partnerships across state agencies and with private entities to improve the state's ability to develop the business & service infrastructure necessary to meet the needs of seniors.	
A.	Identify partnerships/programs to enhance available services that support families dealing with dementia
B.	Develop affiliation between Kin Care Organizations and Area Agencies on Aging

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Goal 7: Promote quality of care in all aging services.	
Arizona has a diverse continuum of care delivery system for older adults who need health care and/or residential care. The foundation of the system is built on promoting independence, choice, and dignity. In 2020, with the growth and changes in Arizona's population of adults needing care and services, a central task will be ensuring quality in our health and social support systems.	
Objective 7.1: Ensure regulations and policies promote high quality of care.	
	STRATEGIES
A.	Review and revise policy and procedure manuals for internal use and the provider network as necessary.
a.1	Incorporate federal policy changes into DAAS policy and procedures
a.2	Revise the Case Management Manual and ASCAP Manual
B.	Ensure health and wellness policies balance the needs of the elderly with respect to wellness and independency.
C.	Research the feasibility of background checks for in-home direct care workers.
Objective 7.2: Ensure the highest quality of care and service through active monitoring, assessment, and training.	
	STRATEGIES
A.	Partner with service agencies to provide effective oversight of services.
a.1	Ensure agencies provide culturally and linguistically appropriate information for refugee s
B.	Develop quality assurance standards to measure the quality within Adult Protective Services.
C.	Ensure the highest quality of care through customer feedback,
c.1	Develop a systematic measurement to determine customer satisfaction. (Community Development Team)
D.	Develop/improve quality resource management tools that support process improvement
d.1	Evaluate programs and project effectiveness and outcomes
d.2	Define standards for monitoring, assessment & training.
d.2.1	Complete monitoring tool
d.2.2	Measure compliance with standards on an annual basis.
E.	Develop methodology of determining cost effectiveness of HCBS services (AZPOMS)
Objective 7.3 Streamline policies, procedures, regulations, and statutes that reflect the changing nature of an aging population.	
A.	Pursue policy changes at the state and federal levels to allow more flexibility based upon local needs.

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Goal 8: Promote effective and responsive management for all aging services.

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

Objective 8.1: Maximize resources to address the needs of a growing aging population

	STRATEGIES
A.	Research and Leverage funding to strengthen and enhance aging services in the state.
a.1	Explore joint funding opportunities with other agencies to address the needs of a mutual population served.
a.1.1	Secure public/private funding for sustainability
B.	Maximize resources to improve service delivery
b.1	Work with Advisory Council to develop strategies to advance program outcomes
b.2	Develop and implement disease prevention and nutrition/wellness education

Objective 8.2: Streamline administrative processes and increase coordination.

A.	Conduct needs, resources, strengths survey to evaluate current processes for relevancy and effectiveness.
a.1	Review the contracting process to identify areas for revision.
B.	Integrate departmental services in order to effectively serve the family unit.
b.1	Develop intra-departmental agreements to clarify responsibilities

Objective 8.3: Promote training and professional development of staff and managers

A.	Develop cultural and ethnic leadership within DAAS
a.1	Provide cultural profile information to service providers unfamiliar with refugees
B.	Establish comprehensive, standardized education and training at all levels.
b.1	Develop training on revision to federal policy changes
b.2	Increase project management training opportunities for AAA/Moh Cty staff
b.3	Develop statewide Ombudsman training manual and conference
b.4	Increase and improve statewide training for staff
b.5	Incorporate DES Employee Satisfaction Survey

Objective 8.4: Use advanced technology to enhance communication and improve management.

A.	State funded, interactive technology capability (video conferencing)
B.	Update DAAS websites - intranet and internet
C.	Enhance DAAS technological ability to allow the division, AAA's and providers to better access client data and program reports.
c.1	Implement new SMP database
c.2.	Establish and implement web-based Ombudsman reporting tool
c.3	New APS automated system – include Central Registry
c.4	Develop a Uniform Assessment Instrument and facilitate implementation of electronic tool
c.5	AIMS replacement